

Key Contacts Service

With the largest appliance manufacturer's service team in Europe and trained specialists directly employed by us to ensure your complete confidence.

Repair Service

UK: 08709 066 066

Republic of Ireland: 1850 302 220

You will be asked for the following information:-

Name, address and postcode.

Telephone number

Model / Serial number of the appliance

Clear and concise details of the query or fault

Place and Date of purchase

(Please keep the receipt as evidence will be required when the engineer calls).

Extended Warranty

To join: UK 08709 088 088

Republic of Ireland: 1850 302 220

Genuine Parts & Accessories Mail Order Hotline

UK: 08709 077 077

Republic of Ireland: (01) 842 6836

For further product information 08701 50 60 70

All Services are offered as an extra benefit and do not affect your statutory rights.



General Domestic Appliances Limited, Morley Way, Peterborough, PE2 9J

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Refrigeration Instruction Book for Model FF65

**It is essential that you read through this instruction book carefully
before you first use your appliance.**

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For details of spares, service and guarantee see separate service leaflet.

Retention of the Instruction Book

This Instruction Book must be kept handy for reference as it contains important details on the safe and proper use of the appliance.

If you sell or pass the appliance to someone else, or move house and leave it behind, make sure this Book is also provided so the new owner can become familiar with the appliance and safety warnings.

After Sales Service

Satisfaction Guaranteed or your money back...

Hotpoint gives you a unique 'Satisfaction Guaranteed' promise - valid for ninety days after you have purchased your Hotpoint product. If there is a technical problem with your Hotpoint appliance, call Hotpoint Service. If necessary, we will arrange for an engineer to call. If the technical problem is not resolved under this Guarantee, Hotpoint will replace your appliance, or if you prefer, give you your money back.

Hotpoint appliances carry, for the first 12 months, a fully inclusive parts and labour guarantee plus FREE replacement parts for the first five years provided that they are fitted by our own Service Engineer.

When the 12 months parts and labour guarantee expires we offer three after sales service options:

Repair Service
UK: 08709 066 066 or Republic of Ireland: 1850 302 220
Call our National Service Line and benefit from our additional 5 years FREE parts, although the engineers time and labour is chargeable. All repairs carry a fully inclusive parts and labour guarantee for 12 months from the date of repair.

Note: Chargeable service is offered on the basis of payment on completion to our Service Engineer, who will issue a receipt.

Extended Warranties
UK: 08709 088 088 or Republic of Ireland: 1850 302 220
Whether you have just one or a number of Hotpoint appliances in your kitchen, Hotpoint offer two Service Cover Plans to give you complete peace of mind. They enable you to extend your first 12 months labour guarantee by either 1 or 4 years, so that you can have FREE repairs during the membership period.

Service Cover
Hotpoint appliance repairs for a single period of cover.
At an additional cost Service Cover with maintenance includes an annual electrical and safety check along with replacement of any parts if necessary.
An annual payment covers repairs for all your Hotpoint appliances which are less than ten years old. Additional Hotpoint appliances purchased after you have joined Hotpoint Kitchen Cover are automatically included during the annual period of cover without further charge.

Easy payment methods
We offer a number of payment methods: cheque, credit card, switch, cash or by taking advantage of one of our Service Cover Plans you can spread the cost by direct debit. For further details call: 08709 088 088

Appliance registration
To benefit from the above options, complete and return the Appliance Registration questionnaire supplied with this appliance. Full details and costs of our Service/Kitchen Cover options, together with an application form, will then be sent to you towards the end of the 12 month guarantee period.

Hotpoint Genuine Parts & Accessories
A wide range of parts and accessories are available from Hotpoint Genuine Parts & Accessories Mail Order Hotline UK: 08709 077 077 or Republic of Ireland: 01 842 6836

Hotpoint Guarantee

From the moment your appliance is delivered, Hotpoint guarantees it for five years.

- Hotpoint appliances carry a fully inclusive 12 months parts and labour guarantee plus FREE replacement parts for the first five years, provided that they are fitted by our own Service Engineer (evidence will be required of date and place of purchase).
- All Hotpoint servicing is carried out by our own Service Organisation located throughout the United Kingdom and Republic of Ireland. We will be happy to deal with any problems which you may have.
- For Hotpoint Refrigeration and Freezer appliances, we cover the loss of food up to £250 during the first year guarantee period (subject to product malfunction). Claims must be verified by a Hotpoint representative.

Our Engineers will use every effort to avoid damage to floor coverings and adjacent units when carrying out repairs/service work, but in locations where the Engineer advises you that it will be impossible to move appliances without risk of damage, he will only proceed with your approval that no liability is accepted.

Guarantee terms and conditions...
Your guarantee is only applicable in the United Kingdom or Republic of Ireland and is subject to provision(s) that you appliance:

- Has been used solely for domestic purposes and is on domestic premises ie. not for commercial or trade use.
- Has been used solely in accordance with the instruction book.
- Has been properly connected to a suitable electrical supply voltage as stated on the appliance rating plate.
- Has not been subject to misuse, accident, modified or repaired by anyone other than our own Service Engineers.

Troubleshooting.

PROBLEM...	CHECK...
The appliance won't work.	<ol style="list-style-type: none">1. Check plug is firmly positioned in wall socket and the power supply is switched on.2. Check the power supply with another appliance.3. Check fuse.
The appliance is making alot of noise.	<ol style="list-style-type: none">1. Check that the appliance is stabilised.2. Ensure rear pipework is clear of wall and skirting board.
Interior light doesn't work.	SWITCH OFF AT THE SOCKET OUTLET AND PULL OUT THE MAINS PLUG then check the bulb is screwed in correctly. If it still doesn't work see Changing the Light Bulb page 9.
There has been a power failure.	WARNING; DO NOT OPEN THE FREEZER DOOR If the power failure lasts longer than the maximum conservation time (refer to Checklist page 4) food should be either cooked and eaten within 24 hours or cooked and refrozen.
The freezer door is difficult to open.	A well sealed freezer door can be difficult to open. This is partly due to the difference in temperature between the room and internal compartment. If you have just closed the freezer door, it may be particularly difficult to open immediately. Wait 5 minutes for the internal and external pressure to equalise and try again.
The temperature is wrong.	Is the location correct? (see page 5) Is there adequate circulation? (see page 5) Check all temperature settings (see page 7) Have you observed maximum storage quantities (see Checklist page 4) Has the door been left open? Has hot food recently been placed in the appliance? Is 'Fast Freeze' switched on? Is the air grille blocked?

Electrical Supply

WARNING: This appliance must be earthed.

Fuses

Your appliance comes fitted with a plug and a 13A fuse. If you need to replace the fuse, only those rated at 13A and ASTA approved to BS1362 should be used. If you lose the fuse cover, a replacement may be obtained from your local Hotpoint authorised Service Centre or Electricity company. Correct replacement is identified by colour coding or the marking on base of plug.

WARNING: Do not use plug unless fuse cover is fitted.

Changing the Plug

Cut off and dispose of the supplied plug if it does not fit your socket.

WARNING: To avoid a shock hazard do not insert the discarded plug into a socket anywhere else.

IMPORTANT: WIRES IN THE

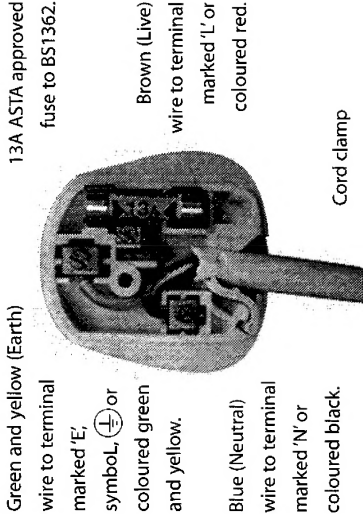
MAINS LEAD ARE COLOURED

IN ACCORDANCE WITH THE

FOLLOWING CODE:

- Green/Yellow - Earth
- Blue - Neutral
- Brown - Live

If you change the plug, the colour of wires in the mains lead may not correspond with the colour of the markings identifying terminals in the plug. You should therefore wire it as shown.



Changing the Mains Lead

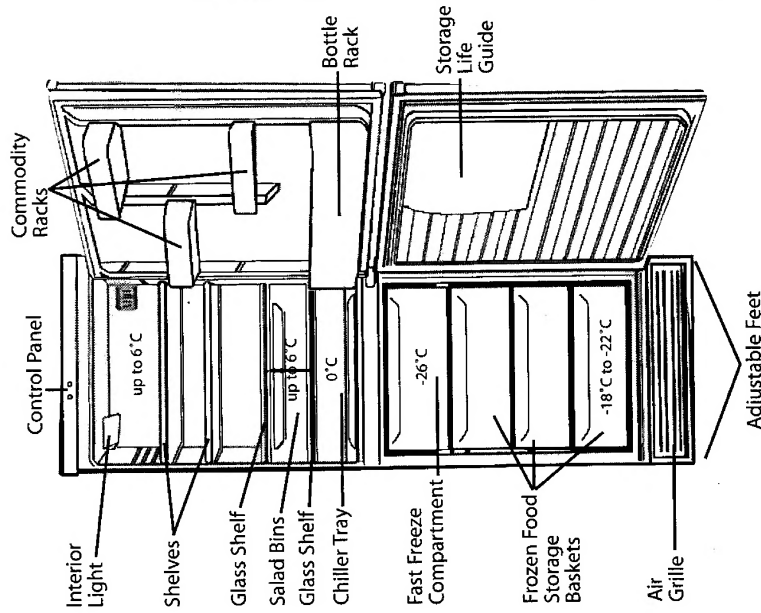
A special lead can be ordered from our Service Department UK: 08709 066 066 or Republic of Ireland: 1850 302 220

If you have damaged the existing lead or require a longer one a charge will be made. It is strongly advised that this work is carried out by a qualified electrician.



CE marking certifies that this appliance conforms to the following EEC directives:-
Low Voltage Equipment - 72/23/EEC & 93/68 EEC
Electromagnetic Compatibility - 89/336/EEC, 92/31/EEC & 93/68/EEC

Get to know your Appliance



CHILDREN SHOULD NOT BE ALLOWED TO PLAY WITH THE APPLIANCE OR TAMPER WITH THE CONTROLS

How Frost Free works...

You may notice your appliance sounding different to a conventional refrigerator. That's because it is different! A frost free appliance uses fans to circulate cool air to maintain an even temperature.

The benefits are:

- No defrosting ever.
- No ice therefore more space for food.
- Improved temperature control.
- Better food preservation.
- Frozen food packs do not stick together.
- Quicker temperature recovery after door opening.
- Even temperature.

FROST-FREE cooling surfaces are hidden from view, cold air is circulated by a fan to ensure an even temperature and rapid cooling system. Heat generated by this cooling process is expelled through the air grille at the bottom front of the appliance.

WARNING: Do not obstruct the air grille.
You may notice the front of the cabinet is sometimes warm, this is normal and is part of the refrigerant circulating system designed to help prevent condensation on the door seal.

Caring for your Appliance

Cleaning the Interior of your Appliance
We recommend that you clean your appliance before using for the first time.

WARNING: Switch off electricity supply and pull out mains plug before cleaning.

Remove food and wrap or cover to keep it cool / frozen.
Remove salad bin(s), racks, shelves, trays and baskets from all compartments and wash in warm soapy water, dry thoroughly.
Note: Commodity racks and accessories may be washed in a dishwasher at a low temperature, positioned on the top rack.
Wipe the interior and fittings with a clean cloth wrung out in either a solution of one teaspoonful of bicarbonate of soda to one pint of water or Milton sterilising fluid, diluted according to manufacturers' instructions.
Dry the interior thoroughly with a clean cloth before replacing fittings and food.

Cleaning the Door Seal
Use soap and water on a clean damp cloth to wipe along and in between the creases of the door seal, dry thoroughly.
WARNING: Do not use detergent, it will damage the door seal.

Cleaning the Exterior of your Appliance

WARNING: Do not use any household cleaner, abrasive powders or wax polish. These not only damage the surfaces, but also leave a smell within the appliance.

Use a small amount of detergent on a clean damp cloth to wipe the exterior surface, dry thoroughly.

Use a vacuum cleaner to remove dust from underneath the appliance and around the air grille at the base to prevent it becoming blocked. You do not need to remove the air grille for cleaning.

Reconnect the mains plug and switch on.

Changing the Light Bulb

Obtain a replacement SES 15 Watt bulb from our genuine Parts & Accessories Mail Order Hotline
UK: 08709 077 077 or
Republic of Ireland: (01) 842 6836

WARNING: Switch off at socket outlet and pull out the mains plug. Take care the bulb could be hot or broken.

Fit as follows:

1. Squeeze the edges of the lens cover together to disengage locating clips.
2. Swing lens downwards and away from the lampholder.
3. Unscrew old bulb and fit new one.
4. Replace lens cover.
5. Plug in and switch on electricity supply.

Going away

If you expect to be away and don't want to use your appliance, switch off electrical power supply and pull out the mains plug. Remove food, clean and dry the interior thoroughly.

Note: Leave doors ajar to prevent the accumulation of odours.

Spare Parts

Please remember your new appliance is a complex piece of equipment.

'DIY' repairs or unqualified and untrained service people may put you in danger, could damage the appliance and might mean you lose cover under the Parts Guarantee.

If you do experience a problem with the appliance don't take risks; call in our Service Engineer.

Our parts are designed exclusively to fit our appliances. Do not use them for any other purpose as you may create a safety hazard.

Storing Food

Your appliance has been designed for the storage of edible foodstuffs only, do not use to store poisonous, flammable or dangerous substances.

To ensure your appliance operates as efficiently as possible:

- Avoid opening the doors unnecessarily or for longer than needed.
- Allow hot or warm food to cool down in covered containers before placing in the appliance, as placing hot food in the appliance reduces efficiency.
- Follow packaging "best by/use by" instructions or your suppliers advice on suitable maximum storage time.
- Keep foods covered to retain moisture and prevent flavour / odour transference. Plastic bags, aluminium foil, plastic stretch wrap and containers with lids are ideal.
- Seal chilled and frozen food last when shopping, transport in a 'cool bag' and place in appliance as soon as possible after arriving home.

Storing Food in your Freezer

Follow these recommendations when storing food in your freezer compartment:

- Freeze and store either fresh food or long term commercially frozen foods.
- Generally speaking long term storage means up to 3 months but this can vary, so always follow your supplier's recommendations otherwise refer to the pictorial guide on the door liner.
- Store and defrost commercially frozen food in accordance with the instructions of the manufacturer.
- Always defrost frozen food before cooking unless instructions on the packet state otherwise.
- Refer to the storage life pictorial guide which is on the door liner of the freezer compartment when freezing fresh food.
- Select frozen food last when shopping, transport in a cool bag and place in the freezer compartment as soon as possible on arriving home.
- Label and date food before placing in freezer.
- Thawed food should be either cooked and eaten or re-frozen within 24 hours.
- Liquid filled bottles or sealed fizzy drinks must not be stored in the freezer or chiller compartment, as they may burst.
- Lollipops and water ices should not be given to children directly from the freezer. The low temperature may cause 'freezer

burns' on their lips.

- Store ice cream towards the top of the freezer and remove from the freezer 15-30 minutes before serving.

Storing Food in your Fridge

Follow these recommendations when storing food in your fridge compartment:

- Pack and store cooked and fresh food separately.
- Wrap raw or defrosting meat or poultry in polythene or foil and store below cooked foods and dairy products to avoid contamination of dripping food juices.
- Wrap cheese in greaseproof paper and place in an airtight polythene bag. Bring to room temperature before consuming.
- Left over canned food should be stored in covered storage containers before placing in the fridge.
- Use the different storage zones inside your fridge compartment to store a wide variety of food items.
- Cover all food to retain moisture and prevent flavour/odour transference, except if stored in the salad bins. Plastic bags, aluminium foil, plastic stretch wrap and containers with lids are ideal.
- Position food to allow cold air to circulate freely, ensuring nothing comes into contact with the cooling plate at the back of the appliance.

Storing Food in the Chiller Tray

You can use the chiller tray to store fresh food.

The chiller maintains cold temperatures, it may be necessary to remove some items eg. cooked meats a short time before serving.

The chiller is not suitable for the storage of foods with a high water content eg. salad.

Note: Food can freeze in the chiller tray, as it is a colder area than the fridge, but not cold enough to keep food fully frozen.

To allow more cold air into the chiller, remove coloured insert from behind the chiller tray. This will increase the risk of food freezing in the chiller.

Ice Tray

- When making ice, use the supplied covered ice tray or ice bags.
- Empty, wash and refill ice tray periodically to ensure freshness.

Installing your Appliance

Where to put your appliance.

Your appliance is designed for operation with an ambient temperature range of 6 °C to 32 °C

Avoid locating near anything which gives off heat, a cooker or radiator for example or in a position where sunlight is liable to shine directly onto the appliance. In such a position your appliance will have to work harder and will cost more to run and may be damaged by the heat.

Air Circulation

Leave a small gap between the back of the appliance and the wall for ventilation.

Adjusting the Feet

Adjust front feet using spanner supplied until the appliance is standing in firm contact with the floor, eg. does not rock.

Note: An unsteady appliance can cause problems.



Clean before Using

We recommend before using your appliance that you clean the interior and exterior (see page 9).

Final check

Before you start using your appliance, check:

1. It is thoroughly dry inside,
2. Air can circulate freely,
3. The feet have been adjusted, ie. all four are firmly on the ground.

Switch on...

WARNING: Ensure the mains cable is not trapped underneath or behind the appliance.

Leave the appliance to stand upright in its required location for at least 2 hours before you plug in and switch on the electricity supply.

Running-in the Compressor

Your appliance is operated by a compressor, which maintains the appliances internal temperature. For the first two months the compressor has to work a little harder and may result in more noise than usual.

Whether the compressor is running or not, it is normal to hear sounds created by the liquid and gases sealed within the refrigeration system

Salad Bin

Use to store vegetables, fruit and salad items:

- Remove unusable leaves and soil from vegetables.
 - Leave lettuce, cabbage, parsley and cauliflower on the stem.
 - We recommend that bananas and melons are not stored with other fruit.
- Clean regularly.

Shelves

Make the most of the interior storage space by positioning shelves at various heights to suit individual items.

Do not cover shelves or obstruct the cold air flow. Place food on shelves allowing cold air to circulate freely.

Commodity & Bottle Racks

Commodity racks can be positioned as required to maximise the storage capacity of the inner door.

To remove the commodity rack for cleaning simply lift, to release it from the fixing supports. To replace, align the grooves on either side of the rack and push down until secure.

The bottle rack is designed to hold 5 litre bottles by adjusting the position of the commodity racks above.

Door Reversal

If you need to change the door opening side, ensure doors function properly by following these instructions:

WARNING: Switch off electrical supply and pull out mains plug.

We recommend that you remove loose items/fittings from inside the appliance and place any food into insulated containers whilst carrying out this operation.

Note: You may require assistance to carefully lay the appliance onto its back, onto a suitable protective material (ie. original packaging).

Remove Top Door

Note: You may require assistance for the removal and refitting of the top door.

1. Open the door as wide as possible.
2. Support door, remove and retain screw securing the top right hinge.
3. Tilt door to release hinge from bracket, lift door off centre bracket and place to one side.

4. Unscrew and remove top left hinge blanking piece, refit on the opposite side.

Remove Lower Door

5. Open door, raise slightly and pull out pin from centre of bracket, retain pin and any washers, lift door off bottom right hinge.

6. Unscrew, remove and retain bottom right hinge with plastic washers.
7. Place small end of foot adjustment tool in slot, twist and pull top of air grille towards you to release blanking piece from the left. Refit blanking piece on the opposite side and refit air grille, pivot from bottom and push top forward until air grille clicks into place.
8. Refit hinge and washers to bottom left.
9. Using a blunt instrument, prise off the two plastic caps from the centre left of the appliance, remove and retain screws, plastic inserts.
10. Remove centre hinge bracket, washers and screws and refit on the opposite side.

Note: Insert screws and tighten halfway only, align and then tighten both screws securely.

11. Refit plastic inserts, screws and plastic caps on centre right.

The Controls

WARNING: Appliances must NOT be placed in a room where the temperature goes below the minimum or above the maximum specified, for prolonged periods (see Appliance Checklist page 4).

WARNING: When checking temperatures DO NOT use a mercury filled thermometer as breakage would cause a health hazard.

In summer or conditions giving high temperatures around your appliance, the compressor will run for longer periods, conversely during winter, the compressor will run for much less shorter periods.

Fridge / Freezer thermometers are available from our Genuine Parts & Accessories Mail Order Hotline UK: 08709 077077 or Republic of Ireland: (01) 842 6836.

Controlling the Temperature of the Appliance:

IMPORTANT INFORMATION:

No need to adjust the temperature of the fridge on initial startup, it has been preset for optimum performance under typical conditions.

To adjust between 2°C and 6°C proceed as follows:

1. To adjust the temperature of the fridge compartment simply turn the dial until the arrowhead is pointing to the required temperature.
2. Wait at least 2 hours, after initially switching on the appliance before selecting 'Fast Freeze', the yellow light will come on.
3. If freezing the maximum quantity of fresh food select 'Fast Freeze' 24 hours prior to loading the food into the Fast Freeze compartment.
4. For loads less than half the maximum quantity select 'Fast Freeze' when loading the food. After a few hours press the 'Fast Freeze' button again to cancel.
5. If you forget to cancel, the 'Fast Freeze' function will automatically cancel after 48 hours.

WARNING MESSAGE: The red light comes on when the temperature inside the freezer compartment rises above the correct storage temperature. If it comes on for a short period when you open the freezer compartment door to load or unload food, storage times will not be affected.

If the red light stays on or flashes on and off at one second intervals, this indicates that something is wrong. Check the fridge and freezer compartment doors are closed before referring to 'Troubleshooting' on page 10.

Alternatively you may wish our Service Department to quote for an Engineer to carry out the conversion for you, call UK: 08709 066 066 or Republic of Ireland: 1850 302 220

Note: Once the appliance is standing upright and stabilised in its required location, replace items/fittings and allow at least 2 hours before plugging in and switching on the electricity supply.

Replace Lower Door

12. Remove hinge bush cap from top left of door and refit on the opposite side.

13. Locate base of door onto the bottom left hinge pin, align top left of door to centre hinge bracket, locating hinge pin through the centre hinge into hinge bush.

14. Replace plastic washers on upper pin.

Replace Top Door

15. Remove hinge bush cap from top left of the door and refit on the opposite side, moving hinge to top left.

16. Locate base of door onto the centre left hinge pin, support the door, align top left hinge to bracket and secure with screw.

17. With the appliance in required location, adjust feet to stabilise (see Adjusting the Feet page 5).

Note: Once the appliance is standing upright and stabilised in its required location, replace items/fittings and allow at least 2 hours before plugging in and switching on the electricity supply.